

Libya– Crisis

ETS Situation Report #16

Reporting period 01/11/2020 to 30/11/2020

World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is leading the Emergency Telecommunications Sector (ETS) in Libya, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response.

Highlights

- The ETS is now providing WiFi connectivity services for Persons of Concern (POC) at a UNHCR Community Day Centre in Tripoli.
- Since the ETS launched the inter-agency call centre in February, operators have answered more than 17,400 calls from people requesting information or assistance. Operators continue to share official health guidelines and refer suspected COVID-19 cases to the National Centre for Disease Control (NCDC).



The ETS is providing connectivity for persons of concern at UNHCR's Community Day Centre, Tripoli.
Photo: WFP/ETS Libya

ETS Activities

Common Feedback Mechanism (CFM) project

- The ETS-managed call centre in Tripoli continues to serve as a nationwide COVID-19 information channel as well as a means for affected communities to seek information about other humanitarian issues and to provide feedback on assistance received. In November, call centre operators answered more than 1,300 calls with 22% of calls related to COVID-19 and the remaining 78% on other humanitarian issues. To date, more than 17,400 calls have been answered and addressed, and more than 739 suspected cases have been referred to the National Centre for Disease Control (NCDC).
 - Operators are providing critical information and official health guidelines to the population, raising awareness about the virus and how people can protect themselves from it as well as referring callers with potential symptoms to the health authorities.
- A discussion with the Global ETC team is ongoing to discuss the potential roll-out of a globally-managed CFM chatbot.



Other ETS activities

- The ETS is now providing WiFi connectivity services for Persons of Concern (POC), including refugees and asylum seekers at the UNHCR Community Day Centre (CDC) in Tripoli. The people will be able to use the service to contact their families. In November, 147 POCs used the connectivity.
- The ETS continues to plan the implementation of the Security Operations Centre (SOC) at the UN hub in Benghazi. The process to import the necessary security telecommunications equipment to Benghazi has been initiated and is expected to reach Benghazi later this month.
- The UN Support Mission in Libya (UNSMIL) continues to discuss the issue of HF and Tetra licences with the Ministry of Telecommunications (MoT). These licenses will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.
- The team continues to engage with the International Organisation for Migration (IOM) on technical information needed to be able to programme their radios.
- The customs clearance letter from MoT has been provided to the UN High Commissioner for Refugees (UNHCR) to enable them to clear their equipment.
- The additional VHF licenses requested on behalf of the UN Population Fund (UNFPA) have been granted as well as the customs clearance letter. UNFPA will now proceed with the equipment clearances and future use.

Funding

- As outlined in the Humanitarian Response Plan (HRP) for 2020, the ETS requires US\$1 million to implement its activities this year. To date, the ETS is 50% funded.
- The European Civil Protection and Humanitarian Aid Operations (ECHO) has confirmed a US\$100,000 grant for the CFM project.

Key information

- All information on the ETS response in Libya can be found [here](#).
- The latest ETS infographic is also available on the website.
- For further information or to contact the team on the ground please contact Libya.ETS@wfp.org

Contacts

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